



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending December 31, 2004

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.00	5.00	7.00	5.67
B. Operator Answer Time - Information [730.510(a)(1)]	6.00	5.00	5.00	5.33
C. Repair Office Answer Time [730.510(b)(1)]	72.00 *	51.00	64.00 *	62.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	75.00 *	55.00	41.00	57.00
E. Percent of Service Installations [730.540(a)]	98.00%	98.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	88.00% *	72.00% *	73.00% *	78.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.56	1.75	1.75	1.69
H. Percent Repeat Trouble Reports [730.545(c)]	13.00%	15.00%	17.00%	15.00%
I. Percent of Installation Trouble Reports [730.545(f)]	18.00%	18.00%	21.00% *	19.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	1	0

Comments

Item J - Not able to report

Under performance Data - Code Part 730: Items C & D reflect AT&T business.

AT&T Consumer numbers are as follows:

Item C: October - 217; November - 122; December - 58



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